United States Postal Service®

Quarterly Performance for Standard Mail®

Quarter IV
FY2016

Overview

For Standard Mail® letters and non-Saturation flats, the service performance measurement system of the Postal Service™ uses documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop-the-clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for the population of Standard Mail® using Full-Service Intelligent Mail®. Data collected by the Postal Service™ are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the Postal Service™ and the stop-the-clock event recorded by anonymous households and small businesses that report delivery information directly to the contractor. The service measure consists of two parts: (1) how long mail pieces take to get through processing, and (2) how long mail takes from the last processing scan to delivery. The second portion is used as a delivery factor differential to determine the percent of all Standard Mail® delivered on the last processing date versus the percent delivered after the last processing date. Service performance is measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full-Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full-Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

The service performance measure for DDU-entry Saturation flats involves the identification of major weekly Saturation mailings within delivery units. Delivery of these mailings is captured with a scan made by carriers at the completion of delivery of all pieces on the route. Service performance is measured by comparing the delivery date to the end date of the mailer requested in-home window to determine the percent delivered on time. Data from anonymous households reporting the receipt of these Saturation mailings are used to validate the accuracy of the carrier scans.

The service performance measurement system for Every Door Direct Mail (EDDM) – Retail™ uses the documented arrival time of a mailing at a retail unit to start the clock, using the point-of-sale scan when mail is handed to the Postal Service™, and an Intelligent Mail® parcel barcode (IMpb™) scan by a USPS® carrier to stop the clock. The delivery of bundles of EDDM-Retail™ pieces is captured with a scan made by carriers at the delivery unit upon distribution for delivery. Service performance is measured by comparing the total transit time of mailpiece bundles to the service standard to determine the percent delivered on time.

Results for DDU-entry Saturation flats and EDDM-Retail™ are combined with other destination entry Standard Mail in the Destination Entry scores in this report.

The service performance measure for Standard Mail® parcels with USPS Tracking™ serves as a proxy for measuring service performance for Standard Mail® parcels.

Limitations

Due to limited automated processing for Standard Mail® flats, the service performance results may not be representative of all Standard Mail® flats performance. While Destination Delivery Unit (DDU) entered Saturation flats and EDDM – Retail™ flats have been included this quarter, significant gaps in the coverage of non-Saturation/non- EDDM – Retail™ DDU-entry mail still remain and are excluded from the measurement.

Results for Standard Mail® parcels, which represent less than 0.1 percent of all Standard Mail®, are not included in the overall Standard Mail® results.

The delivery factor for Standard Mail® Letters was created using Standard Mail® Letters with Intelligent Mail® barcodes received by external reporters. Data for the delivery factor of Standard Mail® Flats were based on a combination of Standard Mail® Flats and Bound Printed Matter Flats with Intelligent Mail® barcodes as well as EXFC test flats received by external reporters. The EXFC and Bound Printed Matter Flats data were used to supplement the limited Standard Mail® Flats data available during this period.

Performance Highlights

National Destination Entry mail achieved performance of 95.0 percent on time in Q4, 4.0 points higher when compared to the same period last year, and 99.6 percent delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 99.1 percent on time. Sixty-Two districts achieved an on-time performance at or above the performance target of 91.0 for Destination Entry mail.

End-to-End entry National performance was 73.0 percent on time in Q4, 13.7 points higher when compared to the same period last year. In FY16 Q4, 94.7 percent of End-to-End entry standard mail was delivered within the service standard plus three days. The Alaska District had the highest End-To-End entry score with 93.4 percent on time.

FY16 annual national scores increased compared to FY15, with Destination Entry performance improving by 3.2 points and End-to-End increasing by 6.3 points, scoring at 92.3 and 65.9, respectively. The FY 16 annual score for Destination entry exceeded the target of 91.0 and represented the highest annual score since measurement began.

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Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	**95.5**	**69.0**
Atlanta	95.4	68.3
Baltimore	95.1	65.3
Capital	94.6	66.4
Greater South Carolina	93.5	72.8
Greensboro	94.9	79.8
Mid-Carolinas	95.6	77.4
Northern Virginia	95.9	55.5
Richmond	96.2	66.3
Eastern Area	**96.5**	**72.9**
Appalachian	96.8	67.6
Central Pennsylvania	97.0	66.4
Kentuckiana	96.3	67.9
Northern Ohio	96.2	77.1
Ohio Valley	95.7	71.1
Philadelphia Metro	95.7	68.1
South Jersey	97.0	69.6
Tennessee	96.3	77.4
Western New York	97.0	74.7
Western Pennsylvania	97.2	85.8
Great Lakes Area	**93.0**	**69.0**
Central Illinois	89.5	66.8
Chicago	90.6	64.3
Detroit	89.6	72.8
Gateway	95.5	76.5
Greater Indiana	94.4	65.3
Greater Michigan	96.4	67.8
Lakeland	94.5	66.0
Northeast Area	**92.2**	**59.7**
Albany	91.8	58.7
Caribbean	95.6	71.5
Connecticut Valley	92.0	60.0
Greater Boston	92.0	57.3
Long Island	94.1	58.5
New York	90.8	61.5
Northern New England	94.7	56.7
Northern New Jersey	92.9	58.5
Triboro	91.1	69.3
Westchester	90.5	60.1
Pacific Area	**95.4**	**75.0**
Bay-Valley	95.7	77.5
Honolulu	99.1	84.6
Los Angeles	92.0	69.4
Sacramento	95.3	74.0
San Diego	96.2	75.6
San Francisco	95.9	69.5
Santa Ana	96.0	74.0
Sierra Coastal	96.3	77.6

Service Measurement performed and calculated by IBM Corporation

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Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	**95.0**	**78.3**
Alabama	96.0	72.2
Arkansas	96.6	72.4
Dallas	94.0	71.6
Fort Worth	96.7	75.2
Gulf Atlantic	95.9	80.6
Houston	93.7	86.7
Louisiana	94.4	76.4
Mississippi	94.4	77.0
Oklahoma	96.3	77.4
Rio Grande	96.7	75.2
South Florida	92.0	78.4
Suncoast	95.7	81.8
Western Area	**96.3**	**78.3**
Alaska	97.3	93.4
Arizona	97.0	76.2
Central Plains	96.5	77.4
Colorado/Wyoming	93.2	70.5
Dakotas	96.0	70.6
Hawkeye	96.6	76.6
Mid-America	96.8	78.6
Nevada-Sierra	97.9	84.2
Northland	96.8	77.8
Portland	97.2	74.3
Salt Lake City	97.0	78.1
Seattle	96.5	85.1
Nation FY2016 Q4	**95.0**	**73.0**
Nation FY2015 Q4 (SPLY)	**91.0**	**59.3**
Nation FY2009 Annual	**86.4**	**70.7**
Nation FY2010 Annual	**83.4**	**59.0**
Nation FY2011 Annual	**70.3**	**38.4**
Nation FY2012 Annual	**82.0**	**56.5**
Nation FY2013 Annual	**88.8**	**63.3**
Nation FY2014 Annual	**89.9**	**63.5**
Nation FY2015 Annual	**89.1**	**59.6**
Nation FY2016 Annual	**92.3**	**65.9**
Nation FY2016 Q1	**88.4**	**58.4**
Nation FY2016 Q2	**91.5**	**62.0**
Nation FY2016 Q3	**95.2**	**71.3**
FY2016 Annual Target	**91.0**	**91.0**

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